

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Winchester Tool & Machine

GENEDGE ALLIANCE

Winchester Tool LLC Achieves ISO 9001:2008 Certification

Client Profile:

Winchester Tool LLC is a family-owned operation located in Winchester, Virginia. The company was founded in 1988 as Winchester Tool & Machine, and in 2005 renamed Winchester Tool LLC when acquired by parent company Fabritek, Inc. Winchester Tool is a manufacturer of precision machine parts, fabrications and repairs to customer specifications. The company employs 18 people.

Situation:

Despite Winchester Tool's reputation for high quality, customers were advising them registration to the ISO 9001 standard would be necessary for future business as well as for maintaining continuing business. Based on a long-term client/supplier relationship with GENEDGE ALLIANCE, formerly Virginia's Philpott Manufacturing Extension Partnership (VPMEP), a NIST MEP network affiliate, Winchester Tool management requested a proposal from GENEDGE ALLIANCE for a project to implement ISO 9001.

Solution:

GENEDGE ALLIANCE's Project Manager, Bob Schwabik, began working with the company on their ISO needs. The project's focus had initially been on the ISO 9001:2000 standard but switched to the latest edition, ISO 9001:2008, upon release of the new Standard. GENEDGE ALLIANCE's structured approach worked to develop and implement a system achieving the objectives of increasing customer satisfaction, business profitability and competitiveness, and in turn prepare for an audit by an independent third party. Schwabik said, "Working together we were able to develop the necessary ISO documentation required quickly, while allowing this small company the flexibility to continue to operate efficiently in this stagnant economy." As part of the implementation project, actions included a gap study, ISO familiarization session, policy manual development, internal auditor training, procedures and records development, coaching on auditing, GENEDGE ALLIANCE auditing, and 3rd party pre-assessment. With GENEDGE ALLIANCE's assistance, significant improvements in product identification and traceability through ISO processes developed as part of the implementation resulted in identifying sellable inventory worth \$7,000.

Results:

- * Achieved ISO 9001:2008 certification.
- * Retained \$100,000 in sales.
- * Invested \$20,000 in process improvement.
- * Retained 6 jobs.

Testimonial:

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"ISO certification is a major accomplishment for Winchester Tool made possible in no small part by the guidance of GENEDGE ALLIANCE. I am well pleased with the services of GENEDGE ALLIANCE and proud of the Winchester Tool staff. They are a good team."

Rob Hahn, President / CEO